

BEST PRACTICE CATALOG

Project Title: **PATIENT POST DISCHARGE SURVEY**

Function Category: ☒ **PATIENT-FOCUSED** ☐ **ORGANIZATION** ☐ **STRUCTURES**

Subcategory: **Continuum of Care**

Heading: **N/A**

Key Word(s): **Discharge Survey**

Contact Person: **Regina L. Uliana, Ph.D.**

Telephone Number: **(562) 651-2259**

Hospital: **Metropolitan State Hospital**

Purpose: This survey has been on-going and its focus has been to gather selected follow-up data on patients who have been discharged from the hospital. The goal was to first obtain some baseline data on how our patients function once they leave the hospital. In other words, we were interested in knowing how our patients were doing. The second goal was to learn in what areas they were doing better than others. The findings then would become part of our clinical outcome evaluation and give us some indication of what areas of treatment appear to be relatively more successful and in what areas would it benefit the treatment teams to focus additional attention.

Brief Description: The survey questions were designed to learn general outcomes that would be expected as a result of the patient's hospital stay. The data is collected by telephone interviews. Telephone surveys being at least a month following discharge to allow the patient time to adjust and the staff to become familiar with the patient. Interviewers are trained to present the general purpose of the survey and to follow the questionnaire format. In order to minimize resistances from those facilities that may be frequently called, we decided to contact the director of social work and make arrangements to send monthly packets for the staff to fill in at their convenience. We have found that most of the facilities have been very helpful and timely in returning the forms. We regularly communicate with the directors of the facilities and express our appreciation for the time and effort of their staff in filling out the forms that can better help the hospital in making appropriate referrals, and providing more focused and relevant care.

Selection Basis/Criteria:

The following items are available regarding this Best Practice:

☐ **Photographs** ☐ **Video Tape** ☐ **Drawings** ☐ **Manual**

☐ **Other :** _____

DATE SUBMITTED: **October 13, 1998**

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